



BRAUNTON PARISH COUNCIL

Complaints Policy

1. This Policy sets out procedures for dealing with any complaints that anyone may have about Council's administration and procedures. It applies to the Parish Council's employees. Councillors are covered by the Code of Conduct adopted by Braunton Parish Council on 14 April 2014. Complaints against policy decisions made by Council shall be referred back to Council (but note paragraph 27 of Council's Standing Orders, which says that issues shall not be re-opened for six months).
2. If a complaint about procedures or administration as practised by the Council's employees is notified orally to a Councillor or The Clerk, they should seek to satisfy the complaint fully. If that fails, the complainant should be asked to put the complaint in writing to The Clerk and be assured that it will be dealt with promptly after receipt.
3. If the complainant prefers not to put the complaint to The Clerk, he or she should be advised to put it to the Chairman of Council.
4. (a) On receipt of a written complaint, The Chairman or The Clerk (*except where the complainant is about his or her own actions*), shall try to settle the complaint directly with the complainant. This shall not be done without first notifying the person complained against and giving him or her an opportunity to comment. Effort should be made to attempt to settle the complaint at this stage. Complaints about an employee of the Council will be dealt with as an employment matter.

(b) Where the Clerk or the Chairman received a written complaint about the Clerk's own actions, he or she shall refer the complaint to The Chairman. The Clerk shall be notified and given an opportunity to comment.
5. The Clerk or Chairman shall report to the next meeting of full Council any written complaint disposed of by direct action with the complainant.
6. The Clerk or Chairman shall bring any written complaint that has not been settled to the next meeting of full Council. The Clerk shall notify the complainant of the date on which the complaint will be considered and the complainant shall be offered an opportunity to explain the complaint orally. (Unless such a matter may be related to Grievance, Disciplinary proceedings that are taking, or likely to take place when such a hearing may prejudice those hearings when the complaint will have to be heard

under In Committee business to exclude any member of the public or the press, or deferred on appropriate advice received).

7. Council shall consider whether the circumstances of the complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.

This Policy will be reviewed every 4 years.

Chairman
(On behalf of Braunton Parish Council)

Date